SERVICE BULLETIN

KODAK X-OMAT Processor

Eastman Kodak Company, Health Imaging, Customer Support Operations, Rochester, New York 14650

SERVICE BULLETIN NO. 252

August 1996

3053 *Kodak* Multiloader 700
3058 *Kodak X-Omat* Multiloader 300
3443 *Kodak* Multiloader 700 Plus

New Procedure When Calling Film Handling TAC

The Telephone Assistance Center (TAC) serves several functions. It collects data on machine performance, failure modes, problem solutions, and most importantly it provides immediate technical information to the field.

To keep our database current, we need to better track machine problems and the solutions that ultimately correct those problems. There are two ways that you can help us to track this information. When you place your initial call to TAC, please provide the unit's identification number. If you place a subsequent call, please provide the problem number that was assigned when you placed the initial call.

Unit Identification (Initial Call)

When you place a call to TAC, the operator will ask you for your access code. This is the "DL" number you received after training. Beginning immediately the operators will also ask you for the service code and serial number for the unit you are calling about. (They may accidently ask for the "K" number, but it is the service code and serial number that is needed.) The service code for the *Kodak* Multiloader 700 is 3053, the service code for the *Kodak* Multiloader 700 Plus is 3443, and the service code for the *Kodak X-Omat* Multiloader 300 is 3058. Both the service code and the serial number for the Multiloaders can be found on the first line of the unit's identification label.

KODAK X-OMAT Multiloader 700			
Service Code 3053	Serial Number 5432		
208 / 240 V~	60 HZ	1 Ø	2 . 2 A
REQUIRED LISTINGS			
MADE IN GERMANY BY AKTIENGESELLSCHAFT 7000 STUTTGART 60 FEDERAL REPUBLIC OF GERMANY 919 0831 KISL			

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Example: You are working an a *Kodak* Multiloader 700, serial number 5432, and you need to call TAC for the first time. When you are asked by the operator for the service code and serial number or the problem number, you should reply with: "I have the service code and serial number, 30535432."

Note

Please remove the "K" number labels from the Multiloaders, as these numbers will no longer work in our system.

Tracking Open Problems (Subsequent Calls)

Before the TAC operator transfers you to the Service Engineers, he or she will assign you a problem number for the call (example: 01234567). This number is important to our tracking system. We use this number to tie calls together for the history of an on-going problem. Please write this number down and use it when placing any additional calls to TAC regarding the same unit with a continuing problem. This number will be used to bring up the open call logs within our system.

Example: You are working on the same machine as above, *Kodak* Multiloader 700, serial number 5432, and you are calling TAC to either confirm the repair or obtain more information. When you are asked by the operator for the service code and serial number or problem number you should reply: "I have a problem number, 01234567."

Reminder:

When installing a Multiloader, please complete and send us the Installation Reply Form so that we can record the unit, customer, and general site information in our database.

Thank you for helping us to track Multiloader performance.

Larry Willoughby
Service Engineer
Customer Equipment Service

For More Information:

U.S. Distributors Contact:
Film Handling TAC
U.S.:1-800-822-1414

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